

## **INTERVIEW GUIDE EXECUTIVE LEADERSHIP**

### **Interviewee Information**

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1. Describe your position, primary responsibilities, and length of current tenure.
2. What would you like to get out of this project?
3. What do you see as the potential impacts and opportunities related to this project?

### **Information Technology Service Delivery**

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4. Characterize the strengths and opportunities for improvement of the IT services you receive from the following providers:
  - a) Cabinet/Agency IT Organization
  - b) COT
5. What is your perspective with regard to executive branch IT leadership and the long-term direction of IT in the Commonwealth:
  - a) Cabinet/Agency IT Organization
  - b) Commonwealth CIO and COT
6. What kind of feedback, if any, do you get from your customers surrounding Kentucky's IT?
7. Are there IT services your cabinet currently needs that it does not receive (e.g., help desk, IT project management, procurement assistance, emerging technology support, application support, etc.)?
8. How confident are you in the security measures being taken by your agency and COT to protect the privacy and confidentiality of the citizen/constituent data being managed by your Cabinet/organization? What, if anything, would make you more confident?
9. What is your perspective on cost vs. value regarding the following COT-provided shared services:
  - a) Commonwealth Data Center - Computing and data storage
  - b) WAN and Internet Connectivity
  - c) Email and Messaging Infrastructure
  - d) Telephony – Conventional and Wireless
  - e) Application Development & Systems Support

- f) Services Desk
- g) Printing and Output Management
- 10. What barriers, risks, and benefits do you see in transitioning to a more decentralized model?
- 11. What barriers, risks, and benefits do you see in transitioning to a more centralized model?
- 12. Describe your preferred IT service delivery model for the State.
- 13. What criteria would you use to determine whether the State should outsource an IT service?
- 14. As you look to the future, are there additional IT services that the State will need?

## **Information Technology Governance**

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- 15. How are IT decisions made in your cabinet?
- 16. How are IT decisions made at the State?
- 17. What improvements would you make to State IT governance?
- 18. What IT investments and initiatives do you think should be managed on a statewide basis, if any?
- 19. What, if anything, would you change about the current IT funding model?
- 20. How do you measure IT performance?
- 21. What do you see as the major opportunities for IT cost savings statewide?
- 22. What are the critical success factors for implementing statewide IT change?